CARING HEALTH CENTER®

EXECUTIVE SUMMARY



2026



History

Caring Health Center (CHC), a Federally Qualified Health Center, was created in Springfield's South End in 1995 to fill the demand for high quality, affordable healthcare for all area residents. We believe that *Health is the Heart of our Community.* Keeping that heart beating requires extending a helping hand to people who need it most. Veterans, the elderly, the young, the economically disadvantaged and people of all languages, races, and beliefs.

At CHC we believe that no one should ever have to suffer from a lack of care. The provision of evidence-based healthcare requires an understanding of all issues related to the well-being of the patients we serve. The provision of evidence-based healthcare requires an understanding of all issues related to the well-being of the patients we serve: Behavioral health, preventative care and screenings, medical, dental, pediatric and pharmacy. CHC makes comprehensive care available to all. Removing barriers to healthcare is one of our top priorities.

Toward that end, CHC provides translation services in dozens of languages, free patient transportation, and pharmacy delivery, assistance obtaining basic living essentials, WIC, and a health navigation team that helps connect patients to insurance. CHC is also the largest refugee healthcare service provider in the region. We are firmly committed to expanding healthcare services throughout Western Massachusetts. We provide healthcare services through our collaboraters and partners — the Springfield Rescue Mission and Hampden County Sheriff's office as well.

President's Message

As we reflect on a milestone year for Caring Health Center, I am deeply proud and grateful for all that we—our dedicated staff, valued partners, and trusted collaborators—have accomplished together. United in purpose and partnership, our collective efforts have shaped a year of progress and impact. Our 30th anniversary stands as a testament to three decades of commitment to improving health and well-being across Western Massachusetts. Last year was marked by growth, transformation, innovation, and renewed purpose. In response to our community residents to meet demand, in 2025 we celebrated the opening of two new state-of-the-art facilities at 1235 Boston Road and 473-477 Sumner Avenue. These locations reflect our ongoing commitment to providing high-quality, patient-centered medical, dental, and behavioral health services. With multiple locations, we are removing barriers and increasing access for individuals and families throughout our region.

We expanded our pharmacy services by opening a new location at 1235 Boston Road, alongside our flagship at 1049 Main Street. CHC pharmacies offer free delivery six days a week throughout Greater Springfield. We are also investing in the future of healthcare through the Tania M. Barber Learning Institute. This initiative offers on-the-job training and career pathways, equipping community members to grow, lead, and serve. These efforts strengthen our workforce and enhance the long-term sustainability and cultural responsiveness of care. Over the past year, our services have grown, allowing us to expand our impact across diverse populations. This progress reaffirms our belief that accessible, compassionate care transforms lives and strengthens communities. Again, these achievements are possible because of our dedicated staff, the trust of our patients, and the support of our partners and stakeholders. Together, we will continue to build on our 30-year legacy of care for generations to come.



TANIA M. BARBER, MBA

President & CEO

Who We Serve

For over 30 years, Caring Health Center (CHC) has served the people of Western Massachusetts. Operating from multiple Springfield locations and offering mobile and transportation services, CHC delivers evidence-based healthcare to a diverse community, including the elderly, families, veterans, immigrants, and those facing economic challenges. We provide medical, behavioral health, dental, and nutritional counseling.

Our commitment remains that everyone deserves affordable, accessible, quality healthcare, regardless of ethnicity, economic status, or beliefs. In 2025, nearly 22,000 patients relied on us for adult and pediatric primary care, including physicals, immunizations, and treatment of acute and chronic illnesses. We also delivered preventative and restorative dental care during 20,054 patient visits.

Our behavioral health team provides in-person and virtual individual and group therapy, as well as psychiatric medication management. CHC remains a leader in health center-led research.

In collaboration with partners such as Harvard University, the University of Arizona, the University of Massachusetts Amherst, and OCHIN, we have developed a model for integrated, sustainable research that translates into improvements in public health and clinical practice within a federally qualified health center.

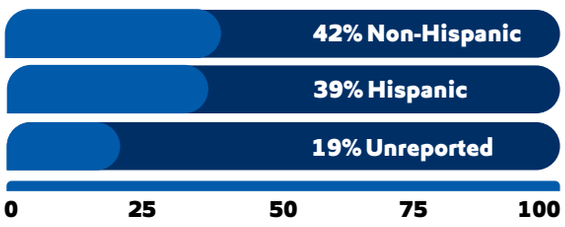
88,855
Onsite and virtual patient visits

21,828
Patients Served

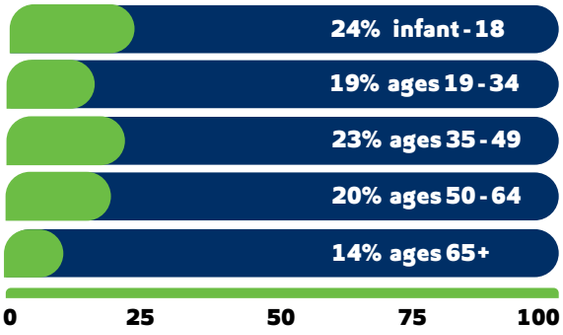
Patient Ethnicity

39%	White
18%	Black/African
6%	Asian
2%	Other
1%	Multicultural
34%	Unreported

Ethnicity



Age Groups Served



75% of patients are covered by MEDICAID/MEDICARE

84% of patients are LOW-INCOME: (At or below 200% of the Federal Poverty Level)

52% best served in a LANGAUGE other than English

Patient Visits

Medical	48,409	54.5%
Dental	20,054	22.6%
Mental Health	8,661	9.7%
Substance Use Disorder	2,649	3.0%
Nutritionists	1,527	1.7%
Case Management Patient Outreach	7,555	8.5%
Total	**88,855**	**100%**



Top Languages Served:
ENGLISH, SPANISH, VIETNAMESE, RUSSIAN & ARABIC

Community Impact

Our Women, Infants, & Children (WIC) program supported 3,332 families through nutrition education, access to healthy foods, breastfeeding assistance, and community referrals. WIC families redeemed $3.5 million in food benefits at 14 locally approved stores.





CHC's Office of Workforce Development and the Tania M. Barber Learning Institute provided job training, professional development classes, and educational seminars for 294 participants in 2025.

Conducted 15,372 virtual visits across medical, dental, behavioral health, and nutrition services.



- Provided gynecology, sexual and reproductive health, and family planning services during 4,710 clinical visits for 3,734 patients.
- 147 patients living with HIV received ongoing medical care and social support.
- Our pharmacy delivered over 15,000 prescriptions free of charge to patients.
- 21,828 individuals benefited from comprehensive primary care, dental, behavioral health, and substance use services.
- 275 patients participated in evidence-based wellness programs, including nutrition, chronic disease and diabetes self-management, self-monitored blood pressure, and asthma home visits.
- Enrollment Navigators provided 4,639 individual assists to help Western Massachusetts residents maintain health and nutrition benefits, including 1,992 applications and 3,721 enrollments in health insurance plans and the Supplemental Nutrition Assistance Program (SNAP).
- 1,454 individuals with substance use disorders received integrated treatment plans tailored to their needs through coordinated primary care and behavioral health treatment. Of these, 129 individuals received medication-assisted treatment.
- Healthcare services were delivered without language barriers, with interpretation in 76 languages and translation in 11 languages. The most common languages include Spanish, Arabic, Vietnamese, Russian, and Swahili.
- 1,437 patients were diagnosed with asthma in 2025.
- 8,057 free rides were provided to patients in medical, dental, and behavioral health in 2025.

Healthcare Services

Caring Health Center is a non-profit organization dedicated to providing comprehensive, evidence-based healthcare in a respectful and caring manner. We offer a full range of primary and preventive medical, dental, behavioral health, and support services. Our skilled clinical team is committed to delivering excellent, culturally appropriate care in a supportive environment. We welcome all patients, regardless of gender, sexual orientation, language, citizenship, ethnicity, age, or income.

ADULT & PEDIATRIC PRIMARY CARE
We believe that quality medical care begins with a caring, highly qualified provider for you and your family. Our skilled clinicians offer a full range of primary and preventive health services, including:

- Physicals, (Annual, Employment, PreMarital Sports, and School)
- Sick Visits
- Immunizations
- Evaluation & Treatment of Acute & Chronic Illness
- Refugee Health Assessments
- Nutrition Counseling
- Health Education and Preventive Medicine

DENTAL CARE
Our skilled dental providers are committed to making your visit as comfortable as possible. Services include:

- Preventive Care (Examinations, Cleanings, Fluoride Applications & Sealants)
- Basic Restorative Services
- Periodontal Treatment
- Prosthodontic Dentures
- Endodontic Treatment
- Oral Surgery
- Emergency Walk-Ins

URGENT CARE
We provide urgent care services for registered patients with acute medical needs that require immediate attention, including treatment for:

- Cold and Flu
- Ear and Eye Infections
- Sinus Infections
- Gastrointestinal Illness
- Strep Throat
- Urinary Tract Infections

BEHAVIORAL HEALTH
We believe comprehensive, integrated care in a respectful, non-judgmental environment empowers each person to progress at their own pace. We achieve this through trauma-informed, strength-based interventions for all seeking support. Services include:

- Individual and Group Therapy
- Psychiatric Medication
- Medical Assisted Treatment for Recovery
- Immediate Brief Crisis Assessment
- Support Groups

FAMILY PLANNING & REPRODUCTIVE HEALTH
Our specially trained clinicians offer a full range of family planning and reproductive health services in a supportive, non-judgmental environment. Patients of any age can receive services confidentially and without parental consent, including:

- Birth Control and Emergency Contraception
- Pregnancy Testing and Options Counseling
- Gynecological and Breast Exams
- Pre-Conception and Fertility Counseling
- Cervical Cancer Screening
- HPV Vaccination
- STI Counseling, Testing & Treatment

WELLNESS CENTER
Our Wellness Center offers free, group-based physical activity classes to promote cardiovascular health. We also provide workshops in nutrition, cooking demonstrations, chronic disease prevention, stress reduction, and more.

PHARMACY
Our pharmacy supplies prescriptions and over-the-counter products, offering convenience for patients and the public. We also provide free pharmacy delivery.

DIABETES CLINIC
Our Diabetes Clinic is dedicated to improving care for patients living with diabetes. We focus on blood glucose control, medication management, patient education, and completion of necessary testing.

HIV SUPPORT SERVICES
We provide comprehensive programs to support the medical and social needs of patients living with HIV/AIDS. Individualized case management services include:

- Infectious Disease
- Specialist Consultations
- Enrollment in HIV Drug
- Assistance Program (HDAP)
- Medication Adherence Support
- Harm Reduction Counseling
- Partner Prevention (PrEP)
- Social Support Services

HEALTH INSURANCE ENROLLMENT
Our Health Insurance Navigators help individuals and families find affordable health coverage through the Massachusetts Health Connector, ConnectorCare, MassHealth, and Health Safety Net. We assist with understanding plan options, submitting applications, and obtaining financial assistance.

WOMEN, INFANTS, AND CHILDREN (W.I.C.)
WIC helps keep pregnant and breastfeeding women and children healthy by providing personalized nutrition counseling, free healthy food, medical referrals, and other resources.

REFUGEE HEALTH ASSESSMENTS
We offer comprehensive initial and follow-up screening and care coordination for newly arriving refugees, removing financial and administrative barriers to early medical and diagnostic services.

TRANSLATION SERVICES
Some of the languages covered by interpreting services:

- Spanish
- Somali
- Kurundi
- Russian
- Nepali
- Arabic
- Vietnamese
- Albanian
- Burmese
- Hindi
- Punjabi
- Phasto
- Swahili
- American Sign Language

Massachusetts League of Community Health Centers

Health Resources and Services Administration HRSA Health Center Program HEALTH CENTER QUALITY LEADER 2023 Awardee

RECOGNIZED NCQA PATIENT-CENTERED MEDICAL HOME

NATIONAL ASSOCIATION OF Community Health Centers®



Prescription Delivery

In 2025, CHC delivered over 15,000 prescriptions at no additional charge, according to Chief Pharmacy Officer Chetan Gohil. Prescription deliveries are available Monday through Saturday, with drivers making up to 20 stops daily within a 10-mile radius of our flagship facility at 1049 Main St. Currently, about 500 registered customers benefit from this service, which is available to both CHC patients and the broader community.

"Medication adherence is a deep concern," said Chetan Gohil, chief pharmacy officer at Caring Health Center. "Some patients do not take prescribed medications for a number of reasons, including cost and accessibility."

The Centers for Disease Control and Prevention (CDC) has estimated that non-adherence causes 30 to 50 percent of chronic disease treatment failures and 125,000 deaths in the U.S. annually.

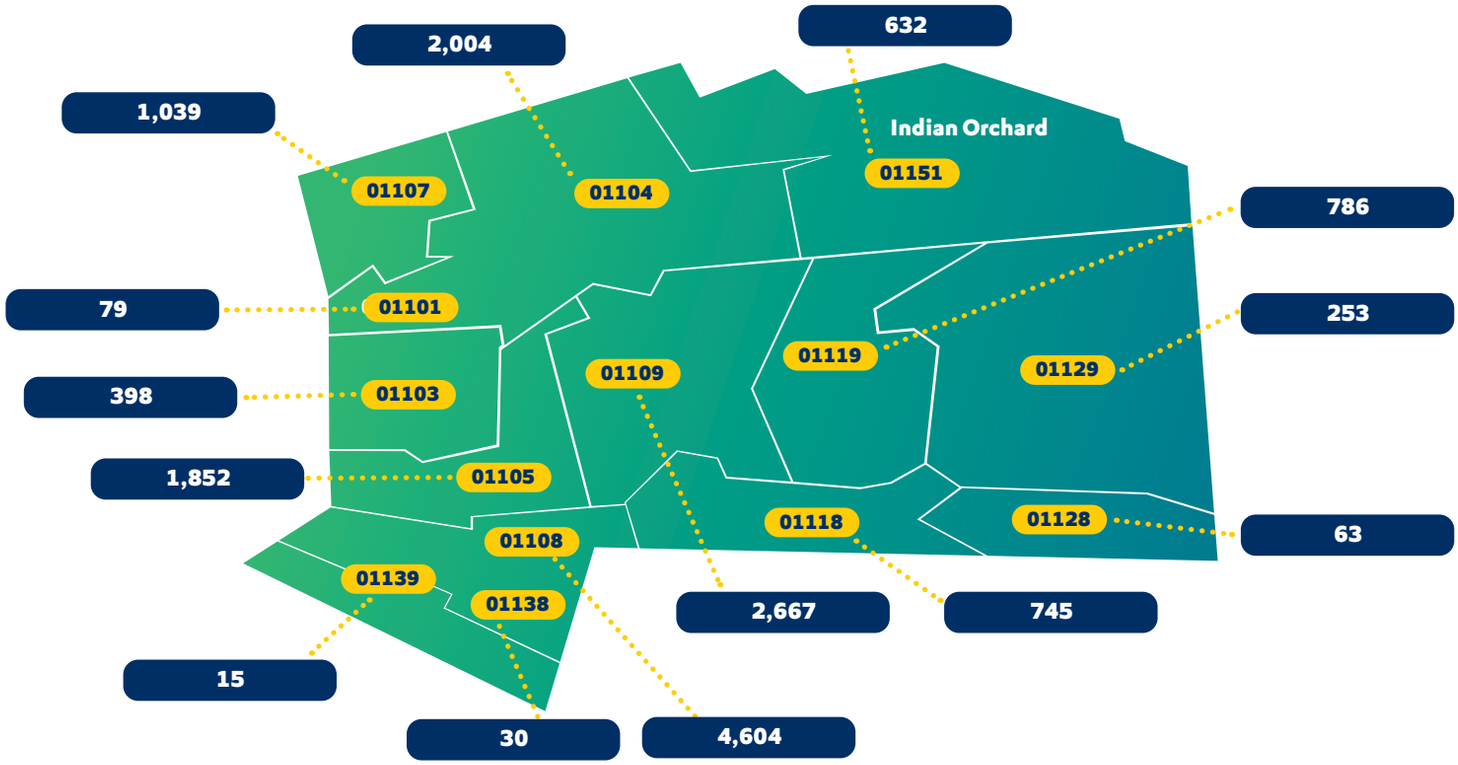
Healthcare Navigators

Choosing the right health insurance can be challenging due to complex terminology, cost considerations, network restrictions, numerous options, and changing healthcare needs. To address this, five full-time, highly trained Navigators at Caring Health Center guide patients through the process. "Our team is very skilled in what they do," said Erica Letson, Project Manager for Outreach & Enrollment. "Some of our Navigators have been with us for 20 years." The team relies on both experience and extensive annual training and recertification. Funded by the Massachusetts Health Connector, Navigators provide free services to the public, not just CHC patients. They assist with enrollment in Health Connector and MassHealth insurance plans and refer to other options as needed.

For Medicare applications, individuals are directed to the Social Security office. Since Medicare B covers only 80% of costs, Navigators help apply for MassHealth as secondary insurance or refer to a SHINE counselor for supplemental plans. SHINE assists those with Medicare A & B in finding additional coverage. Enrollment assistance is available to all, including longtime residents, newly arrived refugees, individuals, and families. Navigators also conduct extensive community outreach to raise awareness of available services and insurance options. In 2025, they made 4,552 individual assists. The demand for assistance remains high.



Service Area Map



Springfield Area Patients Served by Zip Codes: 21,828

TOWNS	ZIP CODE	PATIENTS
AGAWAM	01001	468
AMHERST	01002	21
BELCHERTOWN	01007	24
CHICOPEE	01013	859
CHICOPEE	01020	515
EAST LONGMEADOW	01028	163
FEEDING HILLS	01030	187
HAMPDEN	01036	24
HOLYOKE	01040	506
INDIAN ORCHARD	01151	632
LONGMEADOW	01106	147
LUDLOW	01056	292
MONSON	01057	19
NORTHAMPTON	01060	37
PALMER	01069	42
SOUTH HADLEY	01075	39
SOUTHWICK	01077	46
WARE	01082	41
WESTFIELD	01085	724

TOWNS	ZIP CODE	PATIENTS
WEST SPRINGFIELD	01089	2,000
WILBRAHAM	01095	94
SPRINGFIELD	01101	79
SPRINGFIELD	01103	398
SPRINGFIELD	01104	2,004
SPRINGFIELD	01105	1,842
SPRINGFIELD	01107	1,039
SPRINGFIELD	01108	4,604
SPRINGFIELD	01109	2,667
SPRINGFIELD	01118	745
SPRINGFIELD	01119	786
SPRINGFIELD	01128	63
SPRINGFIELD	01129	253
SPRINGFIELD	01138	30
ZIP CODES	All Other	400
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	Total	21,828
	Springfield	15,142
	Surrounding Communities	6,686

Locations



Caring Health Center
Downtown Springfield
1049 Main Street
Springfield, MA 01103



Caring Health Center
East Springfield
1235 Boston Road
Springfield, MA 01119



W.I.C.
Downtown Springfield
816 Main Street
Springfield, MA 01105



Caring Health Center and W.I.C.
473-477 Sumner Avenue
Springfield, MA 01108



W.I.C.
East Springfield
1771 Boston Road
Springfield, MA 01119



Tania M. Barber Learning Institute
473-477 Sumner Avenue
Springfield, MA 01108



CHC Satellite Site
Hampden County
Correctional Center
627 Randall Road
Ludlow, MA 01056



CHC Satellite Site
Western Massachusetts Regional
Women's Correctional Center
701 Center Street
Chicopee, MA 01013



CHC Satellite Site
Springfield Rescue Mission
10 Mill Street,
Springfield, MA 01108

Executive Team

Tania M. Barber, MBA
President & CEO

Cristina Huebner Torres, PhD
Chief Executive Vice President, Strategy & Research Officer

Maria Coppenrath, BA
Chief Financial Officer (CFO)

Abraham Thomas, MD, MPH, MBA
Chief Medical Officer

William Travis King, DDS
Interim Chief Dental Officer

Everett Handford, MBA
Chief Government Affairs Officer

Yedalis Ruíz, PhD
Chief Workforce Development Officer Executive Director, (TMBLI)

Heather Goodhind, MPH
Chief of Staff/Executive Administrative Assistant to the President & CEO

Denise A. Wilson, MBA
Chief Human Resources Officer

Jacqueline Johnson, Ed.D
Chief Facilities Expansion & Sustainability Officer

Chetan Gohil, RPh
Chief Pharmacy Officer

Ashley Naginewicz, Ed.D
Chief of Behavioral Health

Dawn J. Wright, MSN-HCM
Chief Nursing Officer

Susan Smola, JD
Chief Compliance & Privacy Officer

Tylor Vaillancourt, NP
Chief Clinical Officer

Board of Directors

Caring Health Center is committed to eliminating health disparities and achieving health equity through providing accessible, value-driven healthcare for diverse, multi-ethnic communities in Western Massachusetts.

Michelle Smith Cotto
Board Chair

Malissa Naylor
Vice Chair

Barbara-Jean DeLoria
Treasurer

Jennifer Hixon
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Giuseppina (Josie) Camerota
Member-at-Large

Delmarina López
Member-at-Large

Angela Mack
Member-at-Large

Andria Matthews
Member-at-Large

Ariaun Stewart
Member-at-Large

Vilenti Tulloch
Member-at-Large

Carl Yates
Member-at-Large

Contact Us

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Springfield, MA 01103
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Research & Population Health
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Medical
Tel: (413) 739-1100
Fax: (413) 735-1133

Dental
Tel: (413) 739-1100
Fax: (413) 304-4670

Behavioral Health
Tel: (413) 739-1100, Ext. 2522
Fax: (413) 304-4666

Pharmacy
Tel: (413) 693-1005
Fax: (413) 304-4695

Laboratory
Tel: (413) 739-1100, Ext. 2163

Finance
Tel: (413) 739-1100
Fax: (413) 731-9919

Human Resources
Tel: (413) 693-1006
Fax: (413) 731-9919

W.I.C.
816 Main Street
Tel: (413) 739-1100

475 Sumner Avenue
Tel: (413) 739-1100

1771 Boston Road
Tel: (413) 739-1100

Marketing & Communications
Tel: (413) 739-1100, Ext. 2207

Donations
Tel: (413) 739-1100, Ext. 2506

Facilities
Tel: (413) 739-1100, Ext. 4425

Security
Tel: (413) 739-1100, Ext. 1111

Medical Records
Tel: (413) 304-4606, Ext. 2208 or Ext. 7095
Fax: (413) 735-1133

Translation & Interpreting
Tel: (413) 739-1100, Ext. 3149

Patient Feedback
Tel: (413) 739-1100

TTY (TeleTYpewriter)
Administration & Health Services:
(413) 736-6314 WIC: (413) 382-7040

CARING HEALTH CENTER®

Health is the Heart of Our Community®

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